



Total Service • Total Commitment®

An ISO certified and woman owned small business professional services company providing Business and Technical Analysis, Capital Planning / Portfolio Management, Audit and Compliance Reporting, Information Assurance, and Project Management Services.

Total Systems Technologies Corporation General Services Administration Authorized Federal Supply Schedule Price List Financial and Business Solutions (FABS) Schedule

Online access to contract ordering information, terms, and conditions, up to date pricing, and the option to create an electronic delivery order are available through GSA *Advantage!*, a menu-driven database system. The internet address for GSA *Advantage!* is <http://www.GSAAdvantage.gov>.

FSC Group:

520

Contract Number:

GS-23F-0026W

Contract Period

January 7, 2010 through January 6, 2015

Business Size:

Woman Owned Small Business

Contractor:

Total Systems Technologies Corporation
214 Little Tumbling Creek Road, Unit A
Tannersville, VA 24377-3563
276-496-4458
www.totalsystech.com

Contract Administrator:

Christine Podracky
276-496-4458
cpodracky@totalsystech.com



QSR-844

IS-536363

About TSTC

Founded in 2002, Total Systems Technologies Corporation (TSTC), an ISO 9001:2008 certified¹ and ISO 27001:2005 certified², and Virginia Certified Woman Owned Small Business located in a HUBZone, is a Federal Consulting Services company that specializes in providing strategic solutions for complex information systems management challenges including assisting with Financial Audits and analyzing audit Notice of Findings and Recommendations (NFR), assessing and improving budget formulation and execution, providing specialized training, performing risk assessment and mitigation as well as independent risk analysis, and providing comprehensive program management services. We have a solid reputation for assisting Federal customers in making sound business decisions and practical information technology investments which are designed to improve overall financial performance while minimizing risk.

We can provide you with the tailored assistance you require. Teaming with Total Systems Technologies Corporation will address your business and technology weaknesses, leaving you free to do what you do best -- defining and implementing the strategies, plans, and programs to meet your mission and that keep you ahead of your competition.

Our Federal Government Practice

TSTC is a leader in providing audit, budgeting, capital planning, training, risk assessment and analysis, information assurance, and project management solutions to federal government agencies and commercial clients. TSTC helps our clients successfully complete financial audits, implement remediation plans, structure financial reporting processes, and improve internal controls and operating efficiencies. Our staff remains actively engaged in the federal community keeping us at the forefront of this rapidly changing environment. TSTC aspires to be the most ethical professional services firm in the industry by focusing on integrity, quality, and a mission to serve our clients. When we provide valued services, reinforced by an ethical and repeatable way of delivering those services, we attract and retain clients. Everything we do comes down to how we can best serve our clients.

Core Services Offered

Business and Technical Analysis

TSTC business and technical analysts have extensive expertise in analyzing, defining, and enhancing business and operational processes and policies, systems, and infrastructures. This proven experience translates into comprehensive, understandable, and actionable solutions to both time and mission critical requirements facilitating informed decisions at all levels of your organization.

¹ Registration Number QSR-844

² Registration Number BSi IS-536363



Capital Planning and Portfolio Management

TSTC has developed federally proven Capital Planning and Portfolio Management processes that are based upon multi-disciplinary techniques. Our continuous integrated management processes focus on helping you achieve desired business outcomes and provide a context for the continuous selection, control and evaluation of initiatives - spanning project, program, and organizational program portfolios. The result is improved alignment to your mission, better positioning for the Federal IT Dashboard, and support of your business needs while reducing risks, improving performance, and increasing returns throughout the investment lifecycle.

Audit and Compliance Reporting

TSTC Audit and Audit Support services are built on the core principles of professional integrity, independence, and ethical behavior and have been developed to comply with federal and International Standards on Auditing. Based upon an identification and assessment of your operations, internal controls, and risk spectrum, we provide you innovative yet practical solutions to minimize risk, enhance disclosure and accountability, and improve management decision making and compliance reporting.

Information Assurance and Risk Management

The TSTC approaches to Information Assurance and Risk Management are not confined to computer systems, nor to information in an electronic or machine-readable form; these apply to all aspects of safeguarding or protecting your information - both at rest and in transit - ensuring availability, integrity, authentication, confidentiality / privacy, and non-repudiation. These approaches include defining, implementing, and certifying / accrediting your detection, protection, and reaction capabilities so that you are fully compliant with FISMA and other laws and regulations.

Project Management, IV&V, and Quality Assurance

TSTC project managers adhere to the Program Management Institute (PMI) professional practices to ensure quality services that meet your expectations are delivered on time and within budget. We provide Independent Verification and Validation (IV&V) of policies and procedures; requirements, designs, studies, and research; and critical IT systems and infrastructures. Our core competencies in project management, IV&V, engineering, and documentation, combined with our ISO 9001 policies and procedures, provide you with an assurance of quality performance in all our activities and deliverables.

Select Current and Past Government Clients

- The US Department of Homeland Security, U.S. Coast Guard (USCG)
- The US Department of Homeland Security, U.S. Secret Service (USSS)
- The US Department of Homeland Security, U.S. Citizenship and Immigration Services (USCIS)
- The US Department of Homeland Security, U.S. Customs and Border Protection (CBP)
- The US Department of Homeland Security (DHS)
- The Internal Revenue Service (IRS)



- The Federal Communications Commission (FCC), Office of the Inspector General (OIG)
- The US Patent and Trademark Office, Office of the Chief Information Officer (USPTO OCIO)
- The US Department of Labor Office of the Chief Financial Officer (DOL OCFO)
- The US Agency for International Development (USAID)
- The US Department of Agriculture Office of the Chief Information Officer (USDA OCIO)
- The US Department of Agriculture Animal and Plant Health Inspection Service (USDA APHIS)
- The US Department of Agriculture Agricultural Research Service (USDA ARS)
- The US Department of State Bureau of Information Resource Management (State Department IRM)

Customer Information

1.a. Awarded Special Item Numbers (SINs):

520.8: Complimentary Audit Services

Other services performed by auditors including assist in developing questions for use at hearings, develop methods and approaches in evaluating a new or proposed program and forecast potential program outcomes.

Complementary Audit Services may include but are not limited to the following:

- Assist in development of questions for use at hearings
- Develop methods and approaches to be applied in evaluating a new or a proposed program
- Forecast potential program outcomes under various assumptions
- Perform peer reviews

520.12: Budgeting

Assess and improve the budget formulation and execution processes, conduct special reviews to resolve budget formulation or budget execution issues, provide technical assistance to improve budget preparation or execution processes. Budgeting may include but is not limited to the following:

- Assess and improve the budget formulation process
- Assess and improve the budget execution process
- Conduct special reviews of budget formulation or execution issues
- Review budgetary controls
- Assist with implementation of corrective actions

520.14: Audit & Financial Training Services (Small Business Set Aside)

Plan and deliver audit and financial training services including but not limited to course development and instruction required to support audit, review, financial assessment and financial management activities.

Audit & Financial Training Services may include but are not limited to the following:

- Develop and instruct courses for agency personnel, subcontractors, and/or investors/buyers to support audits, financial management and/or financial asset services

520.17: Risk Assessment and Mitigation Services

Risk Assessment and Mitigation Services include but are not limited to the following:

- Documentation of disclosure responsibilities for PII and PHI type information
- Deployment of risk assessment and mitigation strategies and techniques
- Improvement of capabilities through the reduction, identification, and mitigation of risks
- Detailed risk statements, risk explanations and mitigation recommendations



- Design and development of new business applications, processes, and procedures in response to risk assessments
- Ensuring compliance with governance and regulatory requirements including certifications and accreditations (C&A)
- Evaluation of threats and vulnerabilities to the protection PII and PHI type of information
- Training of government personnel on how to prevent data breaches and identity theft
- Information assurance of PII and PHI type information
- Vulnerability assessments
- Privacy impact and policy assessments
- Review and creation of privacy and safeguarding policies
- Prioritization of threats
- Maintenance and demonstration of compliance
- Evaluation and analysis of internal controls critical to the detection and elimination of weaknesses to the protection of PII and PHI type of information

520.18: Independent Risk Analysis

Independent Risk Analysis includes a review of all information compromised by a data breach for trends and unusual patterns. The circumstances surrounding the breach are investigated to determine whether it appears to be incidental, accidental or targeted. The breached data itself is analyzed to determine if there is any current evidence of organized misuse. The analysis ultimately provides a determination as to the probability that breached data may be used to harm the individuals whose data has been compromised. The tasks involved in independent risk analysis include but are not limited to the following:

- Monitoring of multiple data elements and sources
- Metadata analysis
- Pattern analysis
- Risk analysis
- Privacy impact analysis
- Statistical analysis
- Data structure development
- Notification services
- Probability analysis that breached data has been used to cause harm
- Determination of the level of risk for potential misuse of sensitive PII and PHI type of information
- Certification of findings regarding misuse of compromised data
- Investigation of circumstances surrounding breach, including digital forensic analysis
- Collection of evidence regarding data breaches
- Development of a risk mitigation plan

520.20: Comprehensive Protection Solutions

Comprehensive Protection Solutions allows for customized solutions that integrate the services found under SINs 520 16 Business Information Services (Credit Monitoring Services), 520 17 Risk Assessment and Mitigation Services, 520 18 Independent Risk Analysis and 520 19 Data Breach Analysis. This SIN cannot be used to fulfill requirements that only fall within the scope of one of the other four SINs. It may only be used to fulfill agency requirements that span across multiple SINs.



520.21: Program Management Services

Program Management Services encompasses the management of financial and business solutions programs and projects and include but are not limited to program management, program oversight, project management and program integration of a limited duration. A variety of functions may be utilized to support program integration or project management tasks.

1.b. Price List

Labor rates escalate 3.9% per annum on January 7 in option years 2011 through 2014. Prices shown herein are net (discount deducted) and are inclusive of the 0.75% Industrial Funding Fee (IFF).

Labor Category	2010 01-07-2010 through 01-06-2011		2011 01-07-2011 through 01-06-2012		2012 01-07-2012 through 01-06-2013		2013 01-07-2013 through 01-06-2014		2014 01-07-2014 through 01-06-2015	
	TSTC Site	Gov. Site	TSTC Site	Gov. Site	TSTC Site	Gov. Site	TSTC Site	Gov. Site	TSTC Site	Gov. Site
Senior Partner	\$320.64	\$287.14	\$333.14	\$298.34	\$346.13	\$309.97	\$359.63	\$322.06	\$373.66	\$334.62
Partner	\$270.75	\$232.75	\$281.31	\$241.83	\$292.28	\$251.26	\$303.68	\$261.06	\$315.52	\$271.24
Subject Matter Expert 2	\$229.25	\$188.33	\$238.19	\$195.67	\$247.48	\$203.31	\$257.13	\$211.24	\$267.16	\$219.47
Subject Matter Expert 1	\$205.73	\$169.01	\$213.75	\$175.60	\$222.09	\$182.45	\$230.75	\$189.57	\$239.75	\$196.96
Project Director	\$176.34	\$144.86	\$183.22	\$150.51	\$190.36	\$156.38	\$197.79	\$162.48	\$205.50	\$168.81
Task Manager	\$157.23	\$129.17	\$163.36	\$134.21	\$169.73	\$139.44	\$176.35	\$144.88	\$183.23	\$150.53
Principal Consultant / Analyst	\$158.71	\$130.37	\$164.90	\$135.45	\$171.33	\$140.74	\$178.01	\$146.23	\$184.96	\$151.93
Consultant / Analyst 5	\$146.95	\$120.72	\$152.68	\$125.43	\$158.64	\$130.32	\$164.82	\$135.40	\$171.25	\$140.68
Consultant / Analyst 4	\$135.20	\$111.07	\$140.47	\$115.40	\$145.95	\$119.90	\$151.64	\$124.58	\$157.56	\$129.44
Consultant / Analyst 3	\$123.44	\$101.40	\$128.25	\$105.35	\$133.26	\$109.46	\$138.45	\$113.73	\$143.85	\$118.17
Consultant / Analyst 2	\$108.75	\$89.34	\$112.99	\$92.82	\$117.40	\$96.44	\$121.98	\$100.21	\$126.73	\$104.11
Consultant / Analyst 1	\$94.64	\$77.75	\$98.33	\$80.78	\$102.17	\$83.93	\$106.15	\$87.21	\$110.29	\$90.61
Jr. Consultant / Analyst	\$81.56	\$67.00	\$84.74	\$69.61	\$88.05	\$72.33	\$91.48	\$75.15	\$95.05	\$78.08
Senior Training Specialist	\$125.13	\$92.69	\$130.01	\$96.30	\$135.08	\$100.06	\$140.35	\$103.96	\$145.82	\$108.02
Training Specialist	\$110.07	\$81.36	\$114.36	\$84.53	\$118.82	\$87.83	\$123.46	\$91.25	\$128.27	\$94.81
Technical Writer	\$64.66	\$53.11	\$67.18	\$55.18	\$69.80	\$57.33	\$72.52	\$59.57	\$75.35	\$61.89
Administrative Support	\$49.96	\$41.05	\$51.91	\$42.65	\$53.93	\$44.31	\$56.04	\$46.04	\$58.22	\$47.84



1.c. Description of Labor Categories

Labor Category	Description and Functional Responsibilities	Minimum Experience	Minimum Education
Senior Partner	Organizes and directs overall engagement performance and oversees every aspect of the engagement from planning to reporting. Ensures that goals and objectives are accomplished within funding and schedule parameters. Negotiates and makes decisions on behalf of TSTC and ensures compliance with TSTC policies and professional standards.	Minimum fifteen (15) or more years of directly related technical experience.	M.S./M.A with specialized technical, client and management knowledge and training.
Partner	Performs overall engagement planning and supervision. Ensures that goals and objectives are accomplished within funding and schedule parameters. Ensures compliance with TSTC policies and professional standards.	Minimum twelve (12) or more years of directly related technical experience.	M.S./M.A with specialized technical, client and management knowledge and training.
Subject Matter Expert 2	Provides expert advice, oversight, and analysis in a specific technical or financial field. Is considered an industry expert in a variety of the field's concepts, practices, and procedures. Leads and directs the work of others Provides consultation on complex projects. A wide degree of creativity and latitude is expected.	Minimum fifteen (15) or more years of directly related technical experience.	M.S./M.A with specialized technical, client and management knowledge and training.
Subject Matter Expert 1	Provides expert advice, oversight, and analysis in a specific technical or financial field. Is considered an industry expert in a variety of the field's concepts, practices, and procedures. Leads and directs the work of others Provides consultation on complex projects. A wide degree of creativity and latitude is expected.	Minimum twelve (12) or more years of directly related technical experience.	M.S./M.A with specialized technical, client and management knowledge and training.
Project Director	Manages all aspects of one or more contracts to provide technical services to clients or to develop proposals for new business. The position usually will have program or project managers as subordinates. Position responsibilities include personnel and contract management in addition to technical leadership, quality performance and contract growth.	Minimum ten (10) or more years of directly related technical experience with a minimum six (6) years of project/program management. Appropriate professional certifications (PMP, CPCM, etc.) are equivalent to two (2) years of experience.	M.S./M.A. or B.S./B.A. with specialized technical, client and management knowledge and training.
Task Manager	Provide technical contract services to clients or to develop proposals for new business. They may manage an entire project or may lead a specific sub unit or scientific investigation. Position responsibilities include personnel and contract management, technical leadership, create project management plans and assemble project staffs. Responsible for organizing highly complex activities for the development, implementation, and maintenance of projects.	Minimum eight (8) years experience with a minimum four (4) years of direct task management experience. Appropriate professional certifications (PMP, CPCM, etc.) are equivalent to two (2) years of experience.	B.S./B.A or equivalent. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's degree).
Principal Consultant	Reviews, analyzes, and evaluates business systems, user needs, departmental and federal mandates and guidelines. Formulates solutions to parallel overall business strategies. Writes detailed policies, procedures. Provides input to Federal Mandates and works with customer and industry to define business best practices. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others Provides consultation on complex projects. A wide degree of creativity and latitude is expected.	Minimum fifteen (15) years of experience in the field or related area. Appropriate professional certifications (CISP, CBCP, CCIE, MCSE etc.) are equivalent to two (2) years of experience.	B.S./B.A. or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's degree).



Labor Category	Description and Functional Responsibilities	Minimum Experience	Minimum Education
Consultant 5	Reviews, analyzes, and evaluates business systems, user needs, departmental and federal mandates and guidelines. Formulates solutions to parallel overall business strategies. Writes detailed policies, procedures. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others Provides consultation on complex projects. A wide degree of creativity and latitude is expected.	Minimum twelve (12) years of experience in the field or related area. Appropriate professional certifications (CISSP, CBCP, CCIE, MCSE etc.) are equivalent to two (2) years of experience.	B.S./B.A. or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's degree).
Consultant 4	Reviews, analyzes, and evaluates business systems, user needs, departmental and federal mandates and guidelines. Formulates solutions to parallel overall business strategies. Writes detailed policies and procedures in support of customer needs. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others May provide consultation on complex projects. A wide degree of creativity and latitude is expected.	Minimum ten (10) years of experience in the field or related area. Appropriate professional certifications (CISSP, CBCP, CCIE, MCSE etc.) are equivalent to two (2) years of experience.	B.S./B.A. or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's degree).
Consultant 3	Reviews, analyzes, and evaluates business systems and user needs. Formulates solutions to parallel overall business strategies. Writes detailed documentation in support of customer needs. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected.	Minimum eight (8) years of experience in the field or related area. Appropriate professional certifications (CISSP, CBCP, CCIE, MCSE etc.) are equivalent to two (2) years of experience.	B.S./B.A. or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's degree).
Consultant 2	Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Writes detailed description of user needs, program functions, and steps required to develop or modify business processes and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report directly to a project lead or manager. A wide degree of creativity and latitude is expected.	Minimum six (6) years of experience in the field or related area. Appropriate professional certifications (CISSP, CBCP, etc.) are equivalent to two (2) years of experience.	B.S./B.A. or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's degree).
Consultant 1	Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Writes detailed description of user needs, program functions, and steps required to develop or modify business processes and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a project leader or manager. A certain degree of creativity and latitude is required.	Minimum four (4) years of experience in the field or in a related area. Appropriate professional certifications (CISSP, CBCP, etc.) are equivalent to two (2) years of experience.	B.S./B.A. or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's degree).
Jr. Consultant	Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment.	Minimum two (2) years of experience in the field or in a related area.	A.A./A.S. degree in related field. Two (2) years experience is equivalent to one (1) year of education (i.e. four (4) years experience is equivalent to an Associate's degree.)



Labor Category	Description and Functional Responsibilities	Minimum Experience	Minimum Education
Senior Training Specialist	Conducts the research necessary to develop and revise training courses and prepares appropriate training manuals. Prepares all instructor materials (course outline, background material and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates and course evaluation forms). Trains personnel by conducting formal classroom courses, workshops, and seminars. Provides daily supervision to staff.	Minimum Four (4) years of training experience	B.S./B.A. or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's degree).
Training Specialist	Conducts the research necessary to develop and revise training courses and prepares appropriate training materials. Prepares all instructor materials (course manuals, workbooks, handouts, completion certificates, and course evaluation forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.	Minimum two (2) years of training experience	B.S./B.A. or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's degree).
Technical Writer	Develops, writes, and edits materials for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications in print or electronic media. Assists in collecting and organizing information for preparation of client products. Supports documentation activities such as writing, editing, proofreading, production of technical documents, on-line help, and other interactive documentation. Engages in frequent interdepartmental contact and acts as liaison between customers and technical staff. Observes production, developmental, and experimental activities to determine operating procedure and detail. Familiar with current product technologies and production methods. Prepares or arranges for preparation of index. Provides documentation in presentation-ready quality output using advanced word processing or desk top publishing software.	Minimum three (3) years of experience with one (1) year experience in writing/editing.	B.S./B.A. or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's degree).
Administrative Support	Responsible for the effective administration of the business operations for an office, department, or division. Assures that acceptable administrative services are provided to the client within budget, on schedule and with a minimum of disruption. Assist in the preparation of budgets. Carries out recurring office procedures independently. Reviews outgoing materials and correspondence for internal consistency and conformance with office procedures; assures that proper clearances have been obtained. Composes correspondence requiring some technical understanding. May assign and supervise the work of support personnel.	Minimum four (4) years experience with thorough knowledge of most commonly used word processing packages (i.e. WordPerfect and MS Word) and with database and spreadsheet packages (i.e. Lotus 123 and MS Excel). B.A. and mastery of software can be substituted for two (2) years of experience.	A.A./A.S. degree in related field. Two (2) years experience is equivalent to one (1) year of education (i.e. four (4) years experience is equivalent to an Associate's degree.)



2. Maximum Order: \$1,000,000

3. Minimum Order: \$300

4. Geographic coverage (delivery area):

Delivery within the 48 contiguous states, Washington DC, Alaska, Hawaii, Puerto Rico, and US Territories Points outside the 48 contiguous states, Washington DC, Alaska, Hawaii, Puerto Rico, and US Territories

5. Points of Production:

Tannersville, VA and Fairfax, VA

6. Discount from list prices: None

7. Quantity discount: Not Applicable

8. Prompt Payment Terms: None

9a. Government Purchase Cards:

Accepted below micro purchase threshold

9b. Government Purchase Cards:

Accepted over \$2,500

10. Foreign Items: None

11a. Time of Delivery: Specified on the Task Order

11b. Expedited Delivery: Contact TSTC

11c. Overnight and 2-day delivery: Contact TSTC

11d. Urgent Requirements:

“Urgent Requirements” clause (contract clause I-FSS-140-B) of its contract and agencies can also contact the Contractor’s representative to effect a faster delivery.

12. F.O.B. point(s): Destination

13a. Ordering Address:

Total Systems Technologies Corporation
214 Little Tumbling Creek Road, Unit A
Tannersville, VA 24377-3563

and

Total Systems Technologies Corporation
12400 Rochester Drive
Fairfax, VA 22030-4464

Christine Podracky • cpodracky@totalsystech.com •
276-496-4458

13b. Ordering Procedures:

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

14. Payment Address: Same as Above

15. Warranty: Standard Commercial Warranty

16. Export packing charges: Not Applicable

17. Terms and conditions of Government purchase card acceptance: Contact TSTC

18. Terms and conditions of rental, maintenance, and repair: Not Applicable

19. Terms and conditions of installation:
Not Applicable

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: Not Applicable

20a. Terms and conditions for any other services: Not Applicable

21. List of service and distribution points:
Not Applicable

22. List of participating dealers: Not Applicable

23. Preventive maintenance: Not Applicable

24a. Special attributes such as environmental attributes: Not Applicable

24b. EIT standards can be found at
www.Section508.gov

25. DUNS number: 11-2085472

26. Contractor is registered in the Central Contractor Registration database.

